

Haleakalā NP Visitor Services Volunteers Information

How to apply. Each volunteer should download and fill out an application at <https://www.nps.gov/hale/getinvolved/volunteer.htm>. Please email the **application**, your **t-shirt size**, the **program you wish to volunteer for** (Kia`i Ala Hele, i.e. Trail Stewards; or Visitor Center Volunteers), and the **name of the district you wish to volunteer in (Summit or Kīpahulu)** to Amandine_Maury@nps.gov by **Wednesday, February 15, 2017**. If you have questions, call Amandine Maury, Volunteer Coordinator, at 808-572-4487.

Duties. Volunteers will educate visitors about park resources, wilderness ethics, Leave No Trace principles, and assist visitors in making informed decisions about back-country use and safety. This position is an educational one, and does not involve search and rescue or providing emergency medical services to visitors (except for CPR and basic first aid).

Duty Station, Uniform, and Equipment. Kia`i Ala Hele volunteers will hike popular trails in the Summit or Kīpahulu districts—please specify which district you wish to volunteer in. Visitor Center Volunteers is a new program that will be piloted in the two Summit District visitor centers.

Each participant will be given one long sleeve and one short sleeve t-shirt, and a name badge to keep. Participants will sign in/out other equipment as needed (i.e. first aid kit, vest, park information, radio).

Time frame. After the required visitor services and first aid/CPR/AED trainings are completed, participants commit to volunteering for a minimum of six months:

Kia`i Ala Hele Volunteers commit to 6 hours per month.

Visitor Center Volunteers commit to 6 hours per week due to high volumes of visitors in our visitor centers and due to the extra training required for issuing back country permits.

Scheduling. Volunteers choose their days and hours, but must notify us at least one week in advance. Two absences (i.e. without advance notification to park staff) will disqualify participants from the program. Two instances of not following park regulations will also disqualify participants from the program.

General requirements. Valid driver's license (adults) and reliable transportation. Children volunteer with their parent(s) or guardian(s). Volunteers must be able to clearly communicate park and safety information to visitors. **All volunteers** must be able to carry an (up to) 10 pound back pack that includes their personal gear, safety gear, and park information. Foreign language skills are desirable but not required.

Summit volunteers: ability to hike at high altitudes (up to 10,000 feet) in steep terrain. Participants are expected to drive their own vehicles up to the summit.

Kīpahulu volunteers: ability to hike in hot, humid weather in steep terrain. Trail is by main parking lot; no additional driving is needed.

Required Training. In addition to required visitor services training (next page), volunteers must be current in first aid and CPR/AED (bring your current cards to show certification). First aid and CPR/AED training will be provided in March for those not currently certified.

Visitor Services Volunteers Training Agendas

Tuesday and Wednesday, February 21 and 22

5:00pm-8pm

Pukalani Community Center (Lower level of the community center. Small room next to the Upcountry DMV).

Light refreshments will be provided both evenings.

Tuesday, February 21

5:00-5:45pm: Check In/Welcome/Introductions.

5:45pm: break

6:00pm: Overview of the National Park System, Haleakalā National Park, and volunteer duties.

7:30-8pm: Sign up/Q&A/ Conclusion.

Wednesday, February 22, 2017

5:00pm: Check In/Welcome/Q&A.

5:30-6pm: Leave No Trace Overview

6:00-7:45pm: “What Time Does the 1pm Tour Start? (Or, How to Answer Those ‘Silly’ Questions.” (Visitor Services Training).

7:45-8pm: Q&A/Conclusion/Next Steps.

Saturday, February 25, 2017

8am-5pm

Summit District, Haleakalā NP

Meet in “HQ-11.” Park in the employee parking lot behind Headquarters Visitor Center, at 7000 feet of elevation. HQ 11 is the first building on the left as you walk down the service road located at the end of the employee lot.

8:00am: Check In/Welcome/Introductions.

8:30am: Cultural History Overview and Q&A.

9:30am: Break.

9:45—11:15am: Law Enforcement and Emergency Medical Services.

When Do I Call LE/EMS?

How To Make Contact/End Contact With People Who Are Off Trail Or Having Issues.

How To Report An Issue and Reporting Format.

Radio SOPs.

11:15-12:00pm: Lunch.

12:00 pm: Kia`i Ala Hele Volunteers Depart for Sliding Sands trail orientation and hike. Visitor Center Volunteers depart for visitor center orientations.

4:30pm: Return to training room. Conclusion/ Final Q&A.

What to Bring and Wear

Temperatures in the Summit District can be at least 20 degrees cooler than at sea level. If there are mobility or other concerns, please let us know in advance.

Bring:

- Lunch, snacks, beverage
- Sturdy closed-toe shoes (no sandals or slippers).
- Socks
- Sunscreen
- Long pants
- Long sleeve shirt
- Layers or a jacket (for warmth)
- Rain Gear
- Water